

## Web Browsing And Communication

*Handbook*

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## PREFACE

Today's society is modified by sudden the growth and development of the information technology (IT) which resulted in a great dependence of society, in wider sense, on knowledge and competence of an individual in the IT area. And although that dependence is growing daily, human right to education and information is not extended to the IT area. Problems emerge, affecting the society as a whole, creating gaps and distancing people from the main reason and motivation for advancement, from opportunity. Today, to be a computer illiterate person means to be a person that is unable to participate in modern society, a person without opportunity and in spite of acknowledged necessity and benefits of inclusive computer literacy by, for example, European Commission, UNESCO, OECD, there are still groups of people with hindered access to basic computer education (persons with disabilities, persons with learning difficulties, migrant workers, unemployed, persons who live in remote (rural) areas where IT education is not accessible).

This handbook, combined with other materials published on web site [www.ITdesk.info](http://www.ITdesk.info), represents our effort and contribution to the realization and promotion of human rights to IT education and information. We hope that this education will help you in mastering basic computer skills and with that hope we wish you to learn as much as you can and therefore become an active member of the modern ICT society.

Sincerely yours,

*ITdesk.info team*

Expert review of Croatian version:



**infokatedra**  
*Centar za obrazovanje*



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## Part 1: Web Browsing

### TERMS RELATED TO THE INTERNET

**Internet** ("network of networks") is a collection of millions of interconnected computers and computer networks that communicate via IP group of protocols (TCP / IP).

**WWW (World Wide Web, W3, Web)** is a networking service that allows you to search resources on the Internet. It consists of a multitude of mutually hyperlinked documents. WWW is one of the most used Internet services and it can be accessed via a web browser.

**ISP (Internet Service Provider)** is a company or an organization that provides Internet access for their users.

Hyperlinks serve as a direct connection to the content on Web sites. By using hyperlinks, we can:

- come to another part of the currently displayed page
- get to an another page within the same site
- come to a page on an another site
- download files
- launch applications, audio or video, create a connection to the e-mail address (mailto)


**URL** (Uniform Resource Locator) is the address of a web resource (document) that is online. Integral parts of a URL are: protocol, server name, port number and location of the document on the server.

**Web address** consists of: a **http** protocol, followed by a colon and two forward slashes (://) which separate the protocol from other elements: address, hostname, name of the folder in which the document is located and the document name.

For example: [http://www.itdesk.info/Web\\_browsing\\_and\\_communication\\_notes.pdf](http://www.itdesk.info/Web_browsing_and_communication_notes.pdf)

**Web Browser** is a program used to view web pages. The most popular browsers are Internet Explorer, Mozilla Firefox, Chrome, Safari, Opera.


**Search Engine** is used for information retrieval on the WWW. Search engines keep the information on web pages (keywords, site popularity etc.). Search results are displayed in a list of proposed addresses which we can access in search for desired information.

 **RSS** (Really Simple Syndication) is a set of web formats used for sites that are constantly updated. It is an easy way to transfer some information (news, blog entries, etc.) published on the website in a standardized manner (usually the title, a sentence or two of the article and a link to a page that contains the whole article). By subscribing to the RSS from different web sites, users are informed about the news without going to those sites.

**Podcast** (POD-Personal On Demand + Broadcast) is a file with audio or video content that is distributed using RSS technology.



## SAFETY TOPICS RELATED TO THE INTERNET

Web address of a secure site begins with a **https** protocol and in the address bar (or status bar, depending on the browser) appears a lock symbol . Secure connections use certificates to identify a web site. When you click on the lock symbol, further information about the web site is displayed (Safety Report). Certificates with detailed verification (Extended Validation) are indicated with the green font color of the address. (*\*This refers to the Internet Explorer 8 and 9*).

**Digital certificates** are electronic documents that confirm the identity of a person on the Internet. Enables secure communications - for example, access to bank accounts.

**Encryption** is a cryptography process in which certain information is unreadable for users who do not possess the necessary information (the key). By data encryption, they are protected from unauthorized access (e-banking, wireless networks protection etc.).

**Malicious software (Malware)** is a software which infiltrates the operating system in an imperceptible manner and causes some kind of damage. Malicious software includes:

- **Virus** is a malicious program with the auto-replicating ability. It searches another file in the computer trying to infect it, and its ultimate goal is to spread out to other computers. Depending on the malicious code it contains, the virus causes more or less damage to your computer. Virus is spread by infected files (e-mail attachments, infected files on removable media etc.)
- **Worms** are viruses which have the ability of auto-replication, but they cannot infect other programs. Usually their purpose is to take control of your computer and allow remote access to the worm programmer by, so-called, “opening backdoor”
- **Trojan horses** can be presented in the form of games or files in an e-mail attachment. They require you to launch the install application, usually to enable remote control of your computer
- **Spyware** is a program which collects data about the computer user without user authorization
- **Adware** is a program that uses collected data about the user to intrusively display advertisements. It usually manifests through many pop-up windows
- **Hoax** is a false message spread via e-mail with an aim to congest Internet traffic, or to deceive an e-mail recipient

**Antivirus program** is used to identify and remove malicious software. It needs to be updated regularly, i.e. download new virus definitions (the best way is to set it to update automatically when connected on Internet). Otherwise, antivirus program becomes useless because it cannot detect new types of malware.

**Firewall** is a program (or a network device) which is used to control authorized, and protect against unauthorized computer or network access.



**User authentication** is a procedure that identifies users in order to allow them access to some content (data). For example, if you want to check your e-mail through the browser, in order to access your account, you must enter a user name and a password. If the data is entered correctly, access is granted.

Apart from the risk of infecting the computer with a virus (particularly regarding the storage of data from the Internet to your computer (download)), we should be careful not to give personal information unintentionally, therefore causing a range of unintended consequences:

- leaving your e-mail address on various suspicious websites can result in a large number of unwanted messages (spam, junk mail)
- giving credit card information for purchases over the Internet, on unreliable web sites, increases the danger of credit card abuse

Through **parental control** feature you can control the way your child uses a computer. You can set individual surveillance settings, such as:

- **Limitations of Internet content** - set restrictions on web sites that your children can visit.
- **Time limits** - set time limits to control how much time they spend at the computer.
- **Games** - control access to games, choose a level for a certain age, choose the kind of content you want to block, and choose whether to allow or block access to a specific or an unrated game.
- **Allow or block specific programs** - you are able to allow or block certain programs.

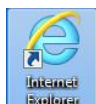
## WEB BROWSERS

### Open web browser:

- double-click the left mouse button on the web browser shortcut, usually found on the computer desktop
- select: **Start** menu → **All Programs** → **Internet Explorer (or Mozilla Firefox)**
- click on the browser icon located on the taskbar
- on the **Start** menu, enter the browser name in the **Search** box and then choose the browser from the result list



P.1. Firefox Shortcut



P.2. IE9 Shortcut



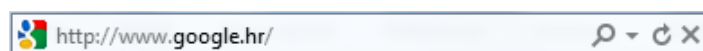
P.3. Taskbar

### Close web browser:

- click on the manipulation button
- press the right mouse button over the program title bar, and from the quick menu select the **Close** command
- use the keyboard shortcut **Alt + F4**
- \* in the **File** menu, choose the **Exit** command

\* (**IE9**) To make this option available, it is necessary to turn on the **Menu bar** – press the right mouse button over the program title bar, and from the quick menu select the **Menu bar**

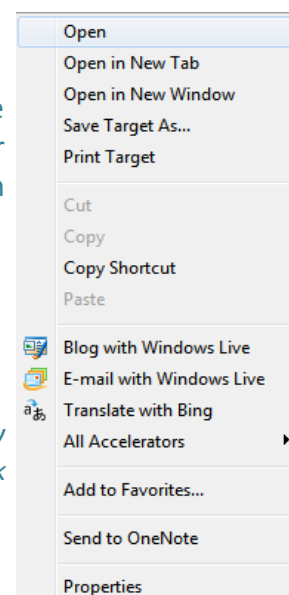
Enter a Web site address into the **Address Bar**, and then click on → (**Go to**) or press the **Enter** key.



P.4. Address Bar

### Display Web pages in a new window or tab

A right-click on a **hyperlink (link)** will open a quick menu. Choose the **Open in New Tab** command to open the hyperlink in a new tab, or choose the **Open in New Window** command to open the hyperlink in a new browser window.

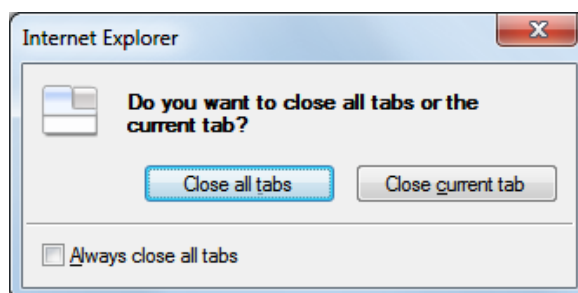


Sl. 5. Quick menu that opens by right-clicking the hyperlink




If we have several tabs opened, while closing the Internet Explorer 9 application, a dialog box with the following options will appear:

- **Close all tabs**
- **Close current tab**




*P. 6. Close IE9 application*

#### Open new tab:

- by using the **New Tab** icon  located on the right from the opened tab
- by pressing **Ctrl + T** keys
- \* via the **File** menu, by choosing the **New Tab** command


\* **(IE9)** To make this option available, it is necessary to turn on the **Menu bar** – press right mouse button over the program title bar, and from the quick menu select the **Menu bar**

#### Stop further Web page loading by:

- clicking the **Stop** tool  located on the right side of the Address bar
- pressing the **Esc** key
- \* via the **View** menu, by choosing the **Stop** command

\* To make this option available, it is necessary to turn on the **Menu bar**

#### Refresh Web page by:

- clicking the **Refresh** tool 
- pressing the right mouse button within the application window; a quick menu will appear from which you can select the **Refresh** command
- pressing the **F5** key
- \* via the **View** menu, by choosing the **Refresh** command

\* To make this option available, it is necessary to turn on the **Menu bar**


#### Access the Help function via:

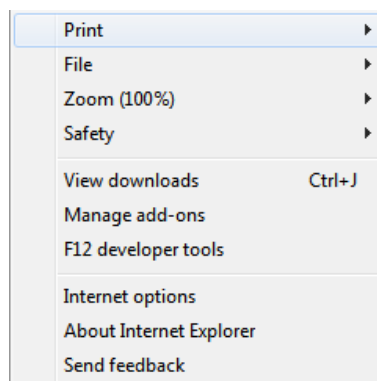
- the \* **Menu bar**, by using the **Help** menu
- the \* **Command bar**, by clicking the **Help** button
- pressing the **F1** key on the keyboard

\* To make this option available, it is necessary to turn on the **Menu bar** and the **Command bar**



## Set home page:

- by clicking on the **Tools** button , a dropdown menu appears from which you can choose **Internet Options**, or

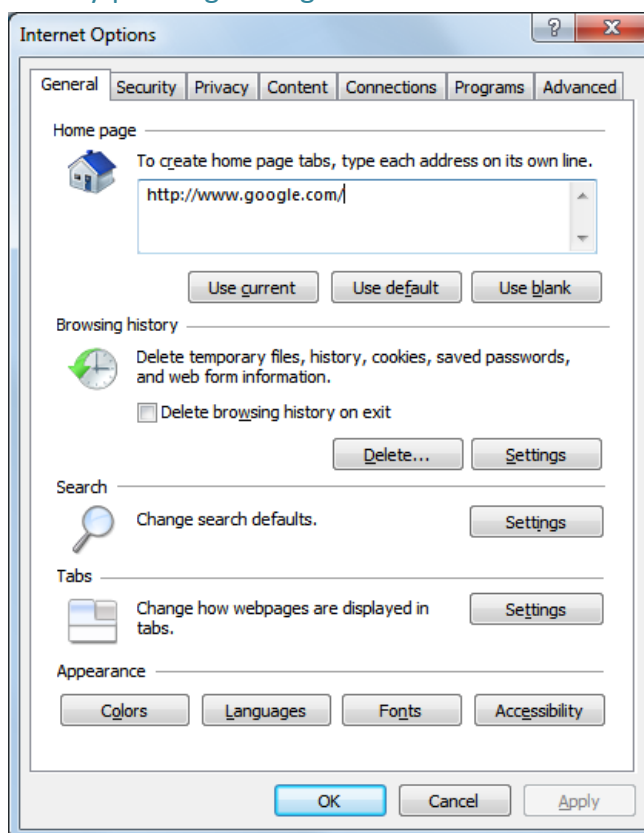


### P.7. Tools menu

- The **Internet Options** command can be accessed via the **Tools** menu in the **\*Command bar** or the **\*Menu bar**

\* Turn on the **Command bar** or the **Menu bar** by pressing the right mouse button over the program title bar, and select toolbars you want to show from the quick menu.

On the **Internet Options** General tab, within the **Home Page** group, enter a home page address (e.g. <http://www.google.com>). If you want to set several home pages (each will open in its own tab when you open the browser), write page addresses one below the other, and confirm the selection.



### P.8. Internet Options dialogue box

## Delete browsing history

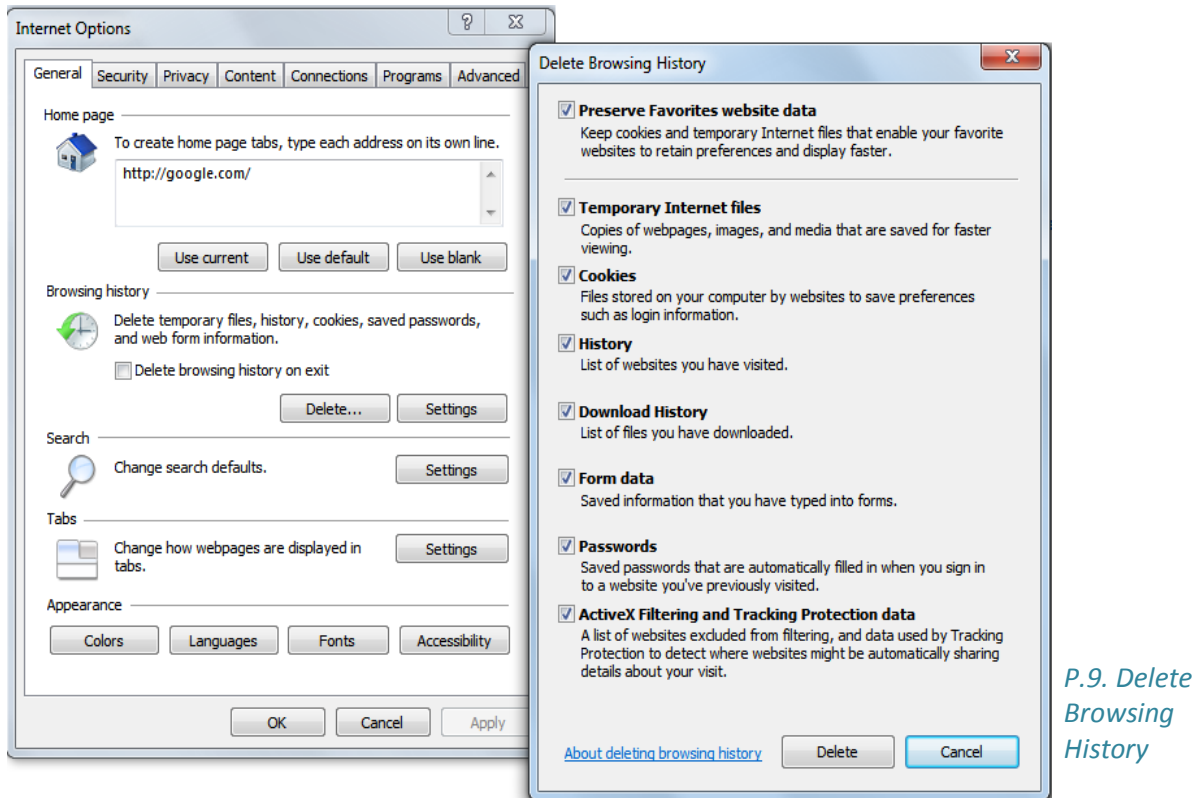
In the **Internet Options** dialogue box, check the **Delete Browsing History on Exit** option. By clicking on the **Delete** button, a new dialogue box will appear, **Delete Browsing History**, in which you can select items you want to delete.

Other ways to delete browsing history:

- choose the **Tools** button  → **Safety** → **Delete Browsing History**
- the **\* Command bar** → **Safety** → **Delete Browsing History**
- the **\* Menu bar** → **Tools** → **Delete Browsing History**



- keyboard shortcut: **Ctrl + Shift + Del**



### Turn pop-ups on/off

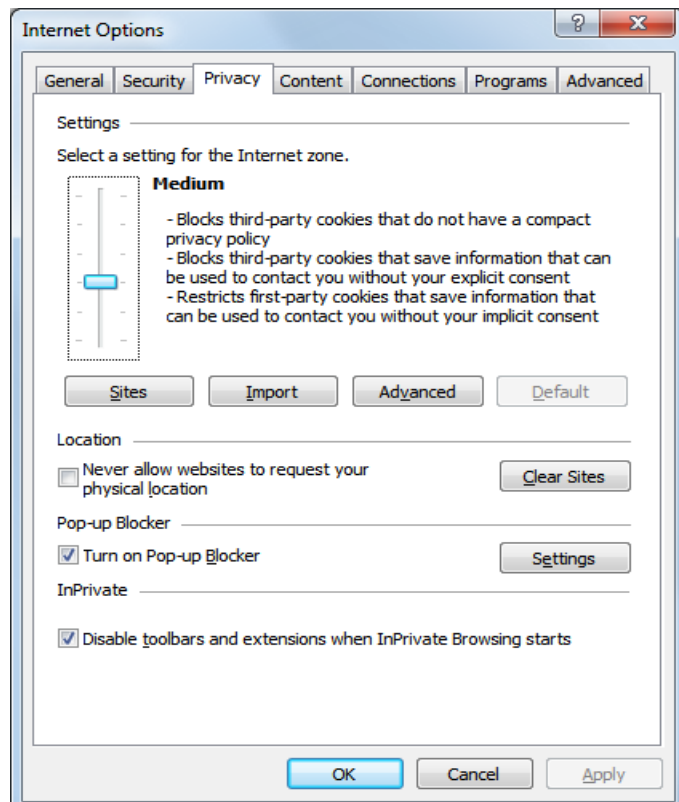
To disable pop-ups, click the **Privacy** tab within the **Internet Options** dialogue box, and select the **Turn on Pop-up blocker** option. To turn off the **Pop-up blocker**, uncheck the same option.

*P.10. Internet options dialogue box – Privacy tab*

Another way to turn pop-ups on/off:

On the **\*Command** bar or the **\*Menu** bar → **Tools** → **Pop-up Blocker** → **Turn on/off Pop-up Blocker**

\*To make them available, it is necessary to turn them on first



### Allow/block cookies

**Cookie** is a text file that visited Web pages store on our computer to facilitate communication between users and pages.

In order to block cookies, click the **Privacy** tab from the **Internet Options** dialogue box, and within the **Settings** option move the slider to the top. To allow all cookies, move the slider to the bottom.

### Delete Temporary Internet files

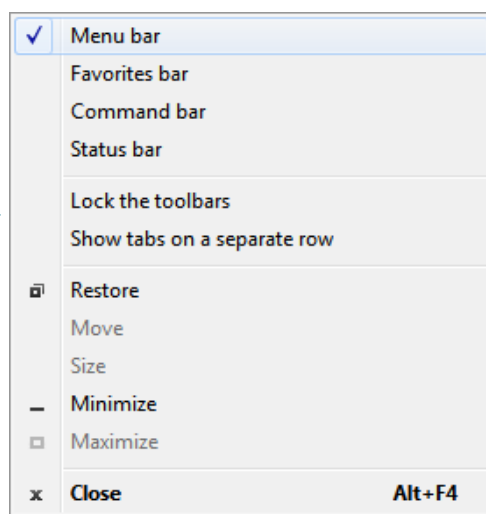
Temporary Internet files can be deleted via the **Internet Options** dialogue box, on the **General** tab, within the **Browsing History** option. Select **Settings**, then the **Temporary Internet Files** options, and click on the **Delete** button.

### Display and hide built-in toolbars


Right click on the title bar will open a menu with toolbars (Menu Bar, Favorites Bar, Command Bar, Status Bar). Select bar(s) which you want to display.

*P.11. Menu – turn toolbars on/off*


When the **Menu Bar** is turned on, the toolbar display can be adjusted in the **View** menu, by selecting the **Toolbars** command.




### Activate hyperlink

Position the cursor over a hyperlink (link). When the cursor is over the hyperlink, it will change shape to . Click on the hyperlink in order to activate it.

### Move back and forth among the already visited pages:

- by clicking on the navigation arrows **Back** and **Forward**  in the upper left window corner
- via keyboard shortcuts **Alt + Left arrow**, and **Alt + Right arrow**
- right click on your browser desktop and select the **Back** or the **Forward** command

### Go back to Home Page

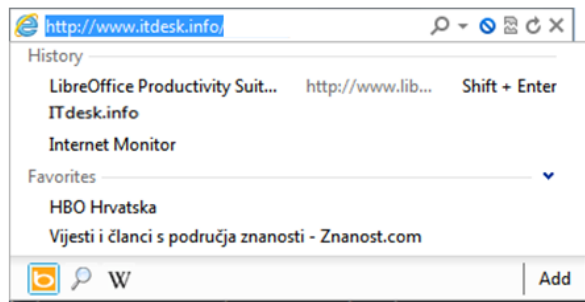
Click on the **Home** icon , or use the keyboard shortcut **Alt + Home**, in order to go back on the Home Page.

## Open the list of visited web addresses

Click on the arrow ▼ in the address bar, in order to open a list of visited addresses

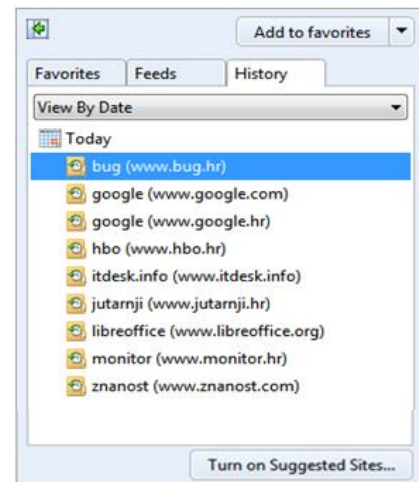
*P. 12. List of visited web addresses  
- through Address bar*

or




Click the **Favorites** icon  and choose the **History** tab.

*P.13. History tab*

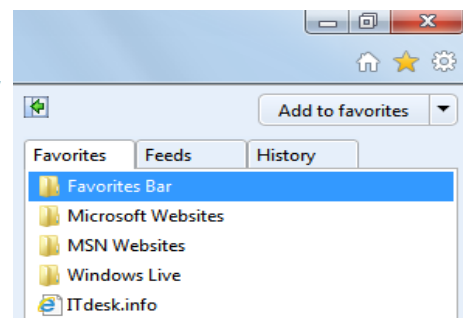


## Adding web sites to Favorites, Bookmarks

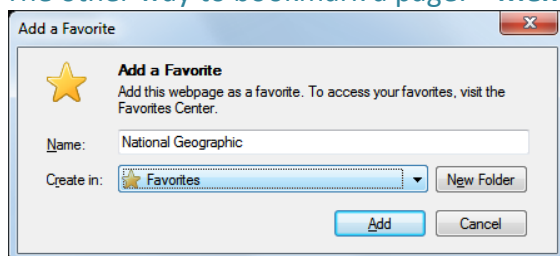
If you want to "remember" a site, so that you do not have to search for it again later, you can add it to favorites:

1. load the page you want to add to favorites
2. click on the **Favorites** button  and select the **Add to Favorites** command
3. confirm the proposed name, or enter a new favorite name
4. using the **Create in** option, you can determine to which folder page the address will be added
5. via the **New Folder** button you can create a new folder to store favorites in
6. at the end, click the **Add** button to confirm the selection

*P.14. Favorites menu*




The other way to bookmark a page: \* **Menu bar** → **Add to Favorites** button



*P.15. Add a Favorite  
dialogue box*

\* The menu bar is not shown by default, it is necessary to turn it on first

### Browse bookmarked pages:

- click on the **Favorites** icon  → **Favorites** tab
- via the **Favorites** menu, from the \* **Menu bar**

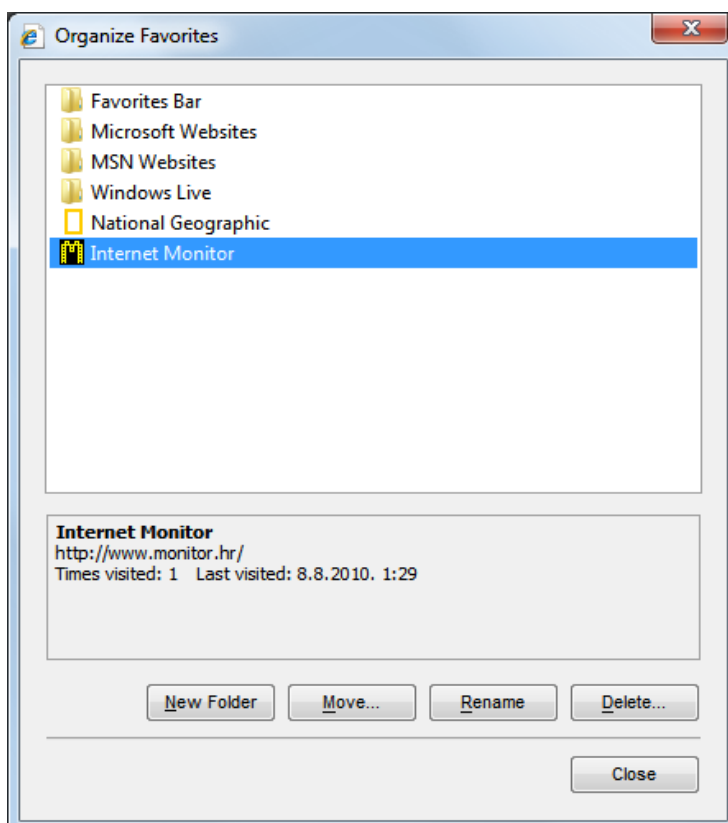
### Organize bookmarked pages into folders

On the **Favorites** menu, select the **Organize Favorites** command. The **Organize Favorites** dialog box will open, in which you can reorganize bookmarked pages - move them into an existing or a newly created folder, rename or delete.

Dialog box options are:

- New folder – creates new folder
- Move – moves site to selected folder
- Rename – rename folder or site
- Delete – deletes folder or site

*P.16. Organize Favorites dialog box*



### Delete a bookmarked page:

- use the **Delete** command in the **Organize Favorites** dialog box, or
- in the **Favorites** menu, press the right mouse button on the page that you want to delete, and from the quick menu select the **Delete** command

### Move a bookmarked page, via the **Organize Favorites** dialog box:

- using the drag and drop method, drag a bookmark to a desired folder, or
- after you have selected a page, click the **Move** button, and then select the destination folder

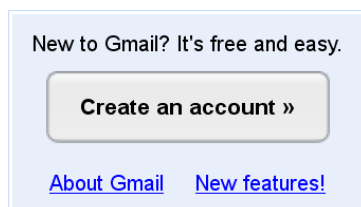
## WEB FORMS

Many web services require you to fill out some kind of a form before you can use them. The purpose of web forms is to gather data about you so that the service they provide is personalized for you. Please note that leaving personal data on suspicious sites can result in unwanted consequences, therefore be careful where you leave your personal data.

An example of a web form for creating an e-mail account is listed below.

### Open Gmail account - filling out the web form

To open a Gmail account, first go to the popular search engine **Google**, which is located at page: <http://www.google.com/>, select the **Gmail** hyperlink, which will open the login and user registration page. To create a new account (user registration), press the "**Create an account**" button.



P.17. Create new account

A form with fields for entering data will open. First, enter your name, surname and login name in the text boxes. The login name (alias) will be a part of your e-mail address. After that, use the **check availability** button, in order to check the login name availability. If the desired login name is taken, enter a new login name, or accept the one given among the generated login names.

#### Get started with Gmail

First name:

Last name:

Desired Login Name:  @gmail.com  
Examples: JSmith, John.Smith

P.18. Get started with Gmail - enter first name, last name and desired login name

jane.doe3245 is available

Next thing you need to do is to choose a password, minimum length of eight characters. When choosing a password it is advisable to use punctuation characters and numbers, as well as the combination of uppercase and lowercase letters. In the handbook *Basic Concepts of ICT*, chapter: *Protection when using ICT* (link: [http://www.itdesk.info/handbook\\_basic\\_ict\\_concepts.pdf](http://www.itdesk.info/handbook_basic_ict_concepts.pdf)), you can learn how to choose a secure password.

The system then assesses the password strength - if the password is assessed as weak, it would be desirable to create a new one. It is necessary to confirm the password by re-entering it into the following field.



There are two check boxes, checked by default: whether or not you want to stay signed in, and whether or not you want your Web history enabled.

**Choose a password:**  [Password strength:](#)  
Minimum of 8 characters in length.

**Re-enter password:**

Stay signed in

Enable Web History [Learn More](#)

*P.19. Choose password*

If you ever forget your password, the system will ask you to answer the security question. Here you can choose from a list of questions offered in the drop-down menu (you need to click on the arrow) or create it yourself (by selecting the **Write my own question** option). In the text box below the security question text box, write the answer.

**Security question:**

If you forget your password we will ask for the answer to your security question. [Learn More](#)

**Answer:**

*P.20. Security question*

In the following field enter an alternative e-mail address (if you have one). This option is used for the authentication of the account and enable password recovery (in case we forgot it).

**Recovery email:**

This address is used to authenticate your account should you ever encounter problems or forget your password. If you do not have another email address, you may leave this field blank. [Learn More](#)

*P.21. Recovery email*


Click on the arrow on the right side of the **Location** field and from the drop-down menu select your location.

**Location:**

*P.22. Choose location*

In the text box below, write the letters from the distorted image. This is a confirmation that a real person is trying to open account, and not a bot).

**Word Verification:** Type the characters you see in the picture below.



&

Letters are not case-sensitive

*P.23. Word Verification*

After you have read the **Terms of Service**, click on the "I Accept. Create my account" button to finish creating the account.

**Terms of Service:** Please check the Google Account information you've entered above (feel free to change anything you like), and review the Terms of Service below.

With Gmail, you won't see blinking banner ads. Instead, we display ads you might find useful that are relevant to the content of your messages. [Learn more](#)

[Printable Version](#)

Google Terms of Service

Welcome to Google!

1. Your relationship with Google

By clicking on 'I accept' below you are agreeing to the [Terms of Service](#) above and both the [Program Policy](#) and the [Privacy Policy](#).

*P. 24. Terms of Service*

We encounter with web forms on the Internet frequently, either to participate in contests or surveys, or to register (login) for a web service, like creating e-mail user accounts (e.g. Gmail, Yahoo! Mail), etc. While filling out the form, you will be asked to: type text into text boxes, choose among several values, tick the check boxes, select an option in the drop-down menu, etc. After completing the form, click the **Send** or the **Submit** button to activate the data transfer. Please note that leaving your personal data on suspicious sites can result in unwanted consequences.

## USE SEARCH ENGINE

There are many tools for searching, and some of the most popular are Google, Yahoo!, Bing, Ask, AOL Search, Baidu, Wolfram Alpha.

While searching, it is advisable to:

- instead of general categories, use words which better specify the term (e.g., instead of the term "cat", we will specify the type - "Siamese cat"),
- use synonyms or alternative expressions,
- search terms should be short, described with as few words as possible,
- demarcate a phrase in quotes (" ") - search results will contain pages with specifically that phrase (quotation)

Advanced Google search:

### Find web pages that have...

- **all these words** - returns results associated with all the words that are entered
- **this exact wording or phrase** - returns results with exactly that phrase (e.g. "herbs")
- **one or more of these words** - returns results with at least one word from the search (e.g. medicinal OR plants)

### But don't show pages that have...

- **any of these unwanted words** - returns results without some expressions (e.g., plant-poisonous leaves poisonous plants from search results)



P. 25. Google search engine – advanced search options

### Need more tools?

- **Reading level**
- **Results per page**
- **Language** - this option selects the language of the page you are looking for
- **File type** - for example, display only files with the extension. xlsx
- **Search within a site or a domain** - search for a word or a phrase within a particular website or a domain (e.g. Siamese cat on site en.wikipedia.org)

### Date, usage rights, region and more

- **Date (how recent the page is)** - determine the age of the requested data (e.g. searching the news which was published in the last 24 hours)
- **Usage rights**
- **Where your keywords show up** - search for a word or a phrase that is in the site's title (e.g., allintitle: Siamese cat), the body of the document, URL etc.
- **Region** - search for a word or a phrase on websites from a specific country



- **Numeric range**
- **Safe search - Off/ On**

**Page specific tools...**

- **Find pages similar to the page** - finds pages similar to the page you are looking for (e.g. related: wikipedia.com)
- **Find pages that link to the page** - search for pages that are linked to the search site


**Search the web encyclopedia and dictionary**

We can search Web encyclopedias and dictionaries on the Web. **Wikipedia** and **Britannica - the Online Encyclopedia** are the examples of an encyclopedia, and **Merriam-Webster Dictionary**, **Dictionary.com**, **Eudict.com** are the examples of some dictionaries.

## OUTPUT DATA FROM WEB

### SAVE WEB PAGE

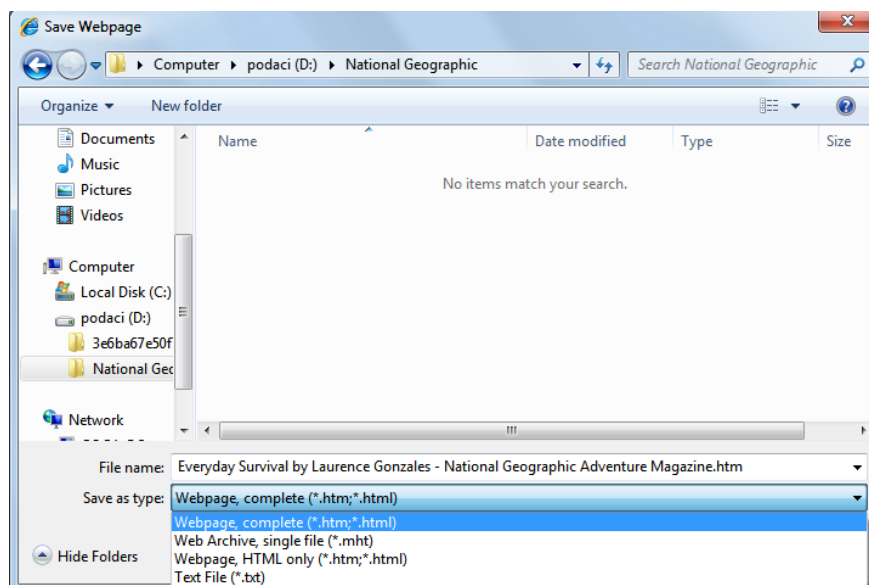
To save a Web site on the local computer:

- click the **Tools** button  → **File** → **Save as**,
- via the \* **Menu** bar → **File** → **Save as**, or
- using the keyboard shortcut **Ctrl + S**

\*The Menu bar is not displayed by default, it is necessary to turn it on first

The **Save Webpage** dialogue box will open, through which you can save the web page on the local disk. The page can be saved as:

- **Webpage complete** – saves all files connected to the page
- **Web Archive, single file** – saves all files in a single file
- **Webpage, HTML only** – saves the current page, without graphical display, sounds or any other files
- **Text File** – saves only the text from the current website



P.26. Save Webpage dialogue box

### Downloading files from a Web site to a location on a disk

Various files can also be downloaded from Web pages. They are displayed in the form of hyperlinks (links), and you can download them by pressing the left mouse button on a hyperlink (activating a hyperlink) or by pressing the right mouse button on the hyperlink and selecting the **Save Target As ...** command from the quick menu.



## Copy the contents of Web pages to a document

You can copy a picture, text, or an URL. First select them, then press the right mouse button and from the quick menu choose the **Copy** command. Use the **Paste** command to paste it to the document.

## PRINT

### Preparing Web pages for print: set page orientation, paper size, margins

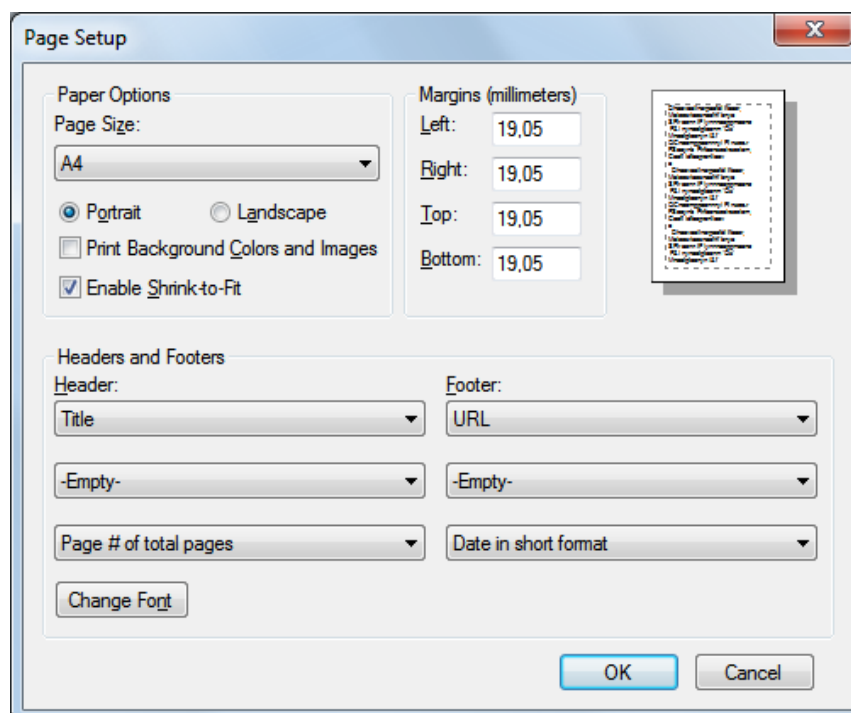
You can access the Page Setup dialogue box in the following ways:

- The **Tools** button  → **Print** → **Page Setup...**
- \*The **Menu bar** → **File** → **Page Setup...**

\* The Menu bar is not displayed by default, it is necessary to turn it on first

Via the **Page Setup** dialogue box you can set the following options:

- **Margins** – Left, Right, Top, Bottom
- **Paper Size** – A3, A4, Letter
- **Orientation** – Portrait or Landscape
- **Header and Footer**



P.27. Page Setup dialogue box

### Print Preview

To display a web page in Print Preview use:

- The **Tools** button  → **Print** → **Print Preview**
- \* The **Menu bar** → **File** → **Print Preview**

\* The Menu bar is not displayed by default, it is necessary to turn it on first

The **Print Preview** tool is used to preview how the page will look like in print.

## Print settings

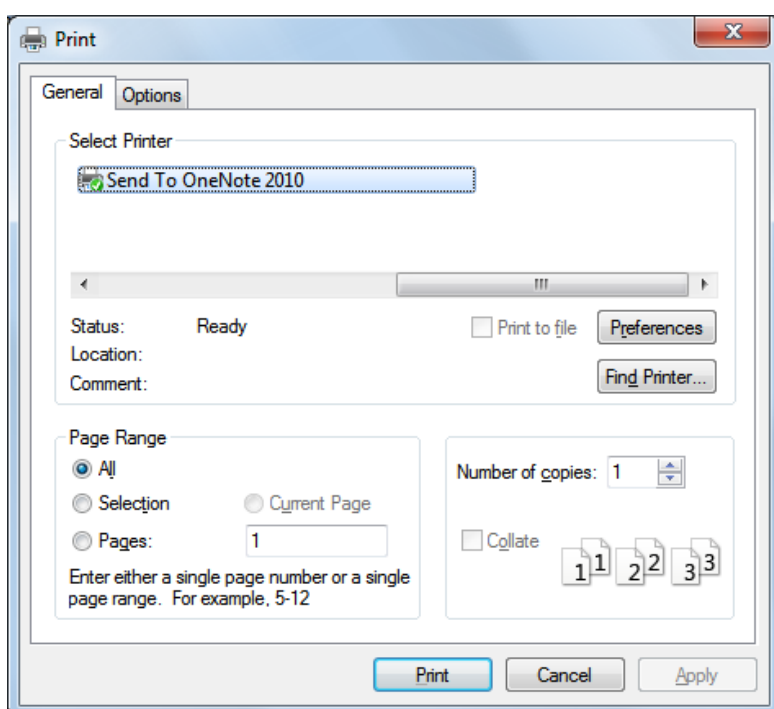
To access Print Settings:

- The **Tools** button  → **Print** → **Print**
- \*The **Menu bar** → **File** → **Print**
- the key shortcut **Ctrl + P**

\* The Menu bar is not displayed by default, it is necessary to turn it on first

Via the **Print** dialogue box you can set the following options:

- **Page Range** – **All** – print all the pages in the file; **Selection** –print only the selected part of the page; **Current** – print only the page you are currently positioned on; **Pages** – print the selected pages range (e.g. 5-7), or a particular page
- **Number of copies** – set a number of copies for print



P.28. Print dialogue box

## Part 2: Communication

### ELETRONIC COMMUNICATION

#### BASIC CONCEPTS

**E-mail** is a text message transfer service via Internet. It is one of the most common forms of communication on the Internet.

**E-mail address** consists of the username, the sign @ ("at") and the name of the computer where the e-mail message will be delivered (e.g. mark.marich@gmail.com).

**SMS (Short Message Service)** is the name of the service for sending text messages (up to 160 characters) via GSM standard (Global System for Mobile Communications).

**VoIP (Voice over Internet Protocol)** is the name for the technology that enables the digitization and transmission of voice communication (and multimedia sessions) through the Internet network. In most cases, allows free calls from PC to PC, and inexpensive calls from PC to a mobile or a fixed line.

**IM (Instant Messaging)** services are used for instant messaging and communication in real time. In addition to text communication and video calls, they can be used for file transfer. Some of the popular IM services are: Windows Live Messenger, Skype, Google Talk.

The term "**virtual community**" means a group of people who communicate via social networks, forums, IM service, Blogs etc. regardless to their geographical position.

**Social Networking** is a free online service, aiming to connect users with other members of the network (based on friendship, common interests, activities, etc.). Users are able to express them self on various ways. Some of the most popular social networking sites are Facebook, Twitter, G+, MySpace, LinkedIn, etc.

**Forum** is a service that allows users to exchange opinions and experiences related to some topic. You could compare it to bulletin boards on which participants leave their messages, while others comment on them.

**Blog (weblog)** is a form of an Internet media in which a user writes on any topic. They can be personal (a form of an Internet diary), thematic, in the form of magazines etc.

**MMO (Massive Multiplayer Online)** are online games played by a large number of players over the Internet. One of the subgenres of MMO is a MMORPG (Massive Multiplayer Online Role-Playing Game), and its most popular representative is a game named Warcraft.

#### SECURITY

The term "**spam**" stands for an unsolicited, mass-distributed e-mail (advertisements, information on topics to which you are not subscribed, false private messages, etc). Spam can contain spyware, viruses, or similar malicious programs.

Tips:

- Do not leave your private e-mail addresses on unverified Internet sites
- Create a temporary e-mail address that you can use to register on unverified sites



Specialized programs, called **anti-spam software** can protect you from spam, and if you still receive messages from unknown senders, especially with attachments, it is best to delete such a message without opening.

The term **phishing** refers to a form of fraud in which people impersonate others, using forged e-mail messages and Web sites in order to acquire sensitive information (credit card numbers, passwords, etc.).

Computer **virus** is a malicious program, with the ability of self-replication. It is necessary to be cautious when opening e-mail attachments from an unknown sender, because it could easily be a computer virus. Executive attachments can come in various extensions, the most common are: bat, exe, pif, scr, cmd, vbs, js.

**Digital signature** is an electronic label that is added to a file or a message in order to confirm its authenticity and the identification of its author. Valid digital signature confirms that the file (or the message) has not been altered since it was digitally signed.

## ABOUT THE E-MAIL

Benefits of the e-mail:

- speed - one of the advantages of the electronic mail is certainly the speed which implies the possibility of an immediate delivery and prompt response,
- cost - compared to the traditional mail (especially international traffic), it is quite cost effective,
- various options - reading, storing, sending, transmitting, receiving confirmation, delaying of sending etc.

Rules of decency (netiquette):

- e-mail is not secure - do not send confidential information without encrypting it
- if you forward a message, do not change the content of the forwarded message; if you quote some parts - name the author
- do not send chain letters
- do not use capital letters - in the Internet communication, it is regarded as shouting
- use emoticons with a measure
- use short and precise titles
- check your spelling and grammar
- if you are sending a copy of a message to an another e-mail address, indicate that by entering the email address in CC (Carbon Copy) field

### Attachment size limit

E-mail is not intended for sending large amounts of data (for that use FTP). Most server administrators and Internet service providers set limitations on the message overall size (content + attachment). Google has also set the maximum attachment size in Gmail account to 25 MB (NOTE: this information is a subject of change).



## USING E-MAIL


### SEND E-MAIL

Microsoft Outlook can be opened like any other Microsoft Office program:

- by clicking on the shortcut usually found on computer desktop or taskbar, or
- via **Start** ▾ **All Programs** ▾ **Microsoft Office** ▾ **Microsoft Outlook**.

The program can be closed by using manipulation button located in the upper right window corner , or by using the **File** menu ▾ **Exit**.

You can preview a message by pressing the left mouse button on the message, or open the message by double-clicking it with the left mouse button.

Close a message by pressing the manipulation button found in the upper right window corner , or by using the **File** menu → **Close**.

### Create a new electronic message

In order to create a new electronic message: on the **Home** tab choose the **New E-mail** tool.

The recipient e-mail fields:

**To** field - the standard field for the e-mail address of the recipient.

**Cc** field - Carbon copy - field for the e-mail address of the recipient who will receive a copy of the message; if you put the address of the recipient in the Cc field, it will be visible to other recipients.

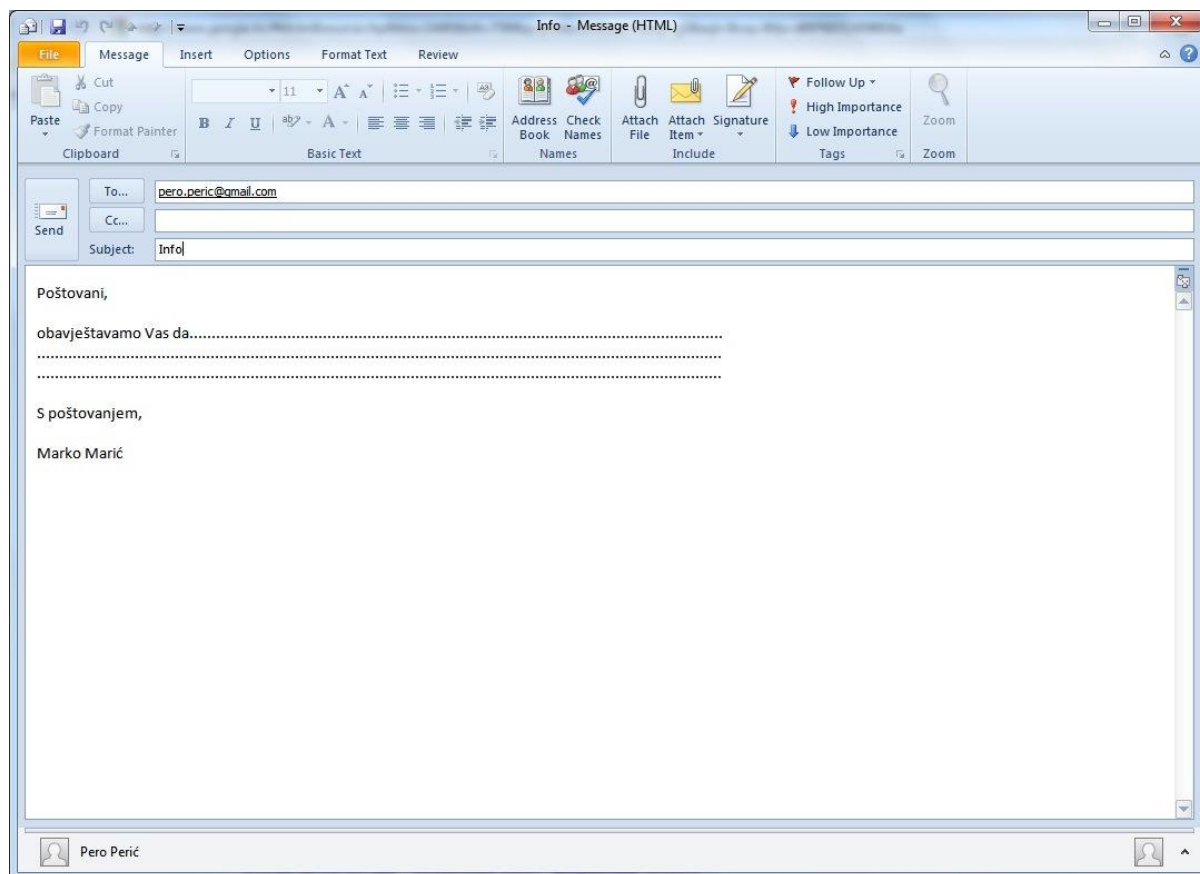
**Bcc** field - Blind carbon copy - when you put the recipient's address in the Bcc Field, it will not be visible to other recipients.

In the **Subject** field enter the message title.

### Copy selected text from another source to the message:

- you can use the **Cut** or **Copy** commands (in the source document or page) from the quick menu (to summon the quick menu press the right mouse button), and then use the **Paste** command within the body of the message
- use keyboard shortcuts **Ctrl + X** (Cut), **Ctrl + C** (Copy) and **Ctrl + V** (Paste).

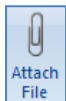




P.29. Example of e-message

### Message attachment (files attached to an email message)

**Attachments** are inserted via the **Message** or the **Insert** menu, by clicking on the **Attach File**




tool. After selecting the file(s) you want to insert, click the **Insert** button to confirm.

To remove an attachment: select the attached file you want to remove, and then press the **Delete** key or right-click it and from the menu choose the **Remove** option.

### E-mail draft

Message drafts are, by default, automatically saved to the **Drafts** folder every 3 minutes. If you want to save it:

- Use the **Save** command, on the **File** menu
- Press the **Save** button , on the **Quick Access Toolbar**

### Check spelling and grammar


The tool for checking spelling and grammar is located on the **Review** menu, within the



Proofing group, and its name is the **Spelling & Grammar** tool.





## Send message

Message is sent by pressing the **Send** button  located on the left from the recipients address fields.

### Send message with high or low priority:


Create a new message → **Message** menu → **Tags** group

If you want to send a message with high priority, mark the message with the **High Importance** tool . For sending a message with low priority, use the **Low Importance** tool .


## RECEIVING E-MAILS

### Reply, Reply to All

Press the **Reply** button , located on the **Home** menu, within the **Respond** group, to reply to the message sender.

Press the **Reply to All** button  located on the **Home** menu, within the **Respond** group, to reply to the message sender and to all recipients of the message.

### Forward e-mail

Forward a received message using the **Forward** tool , located on the **Home** menu, within the **Respond** group. A forwarded message contains all received attachments, and they can be removed or you can add additional files. Subject of the forwarded message begins with „Fw: “

### Open attachments

Attachments inserted into received messages can be saved on the local computer. You can left-click the attachment in order to view the attached file, or you can right-click the attachment, choose the **Save As ...** command, and save the attached file on the local disk.


### Print message

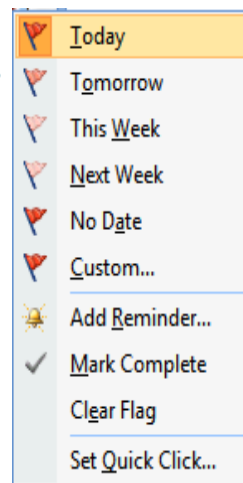
Select the **Print** command, from the **File** menu. A message can be reviewed before printing by using **Print Preview** and changes can be made before printing. To directly print the message, click the **Print** button.



INCREASE PRODUCTIVITY

Place and remove flags from electronic message

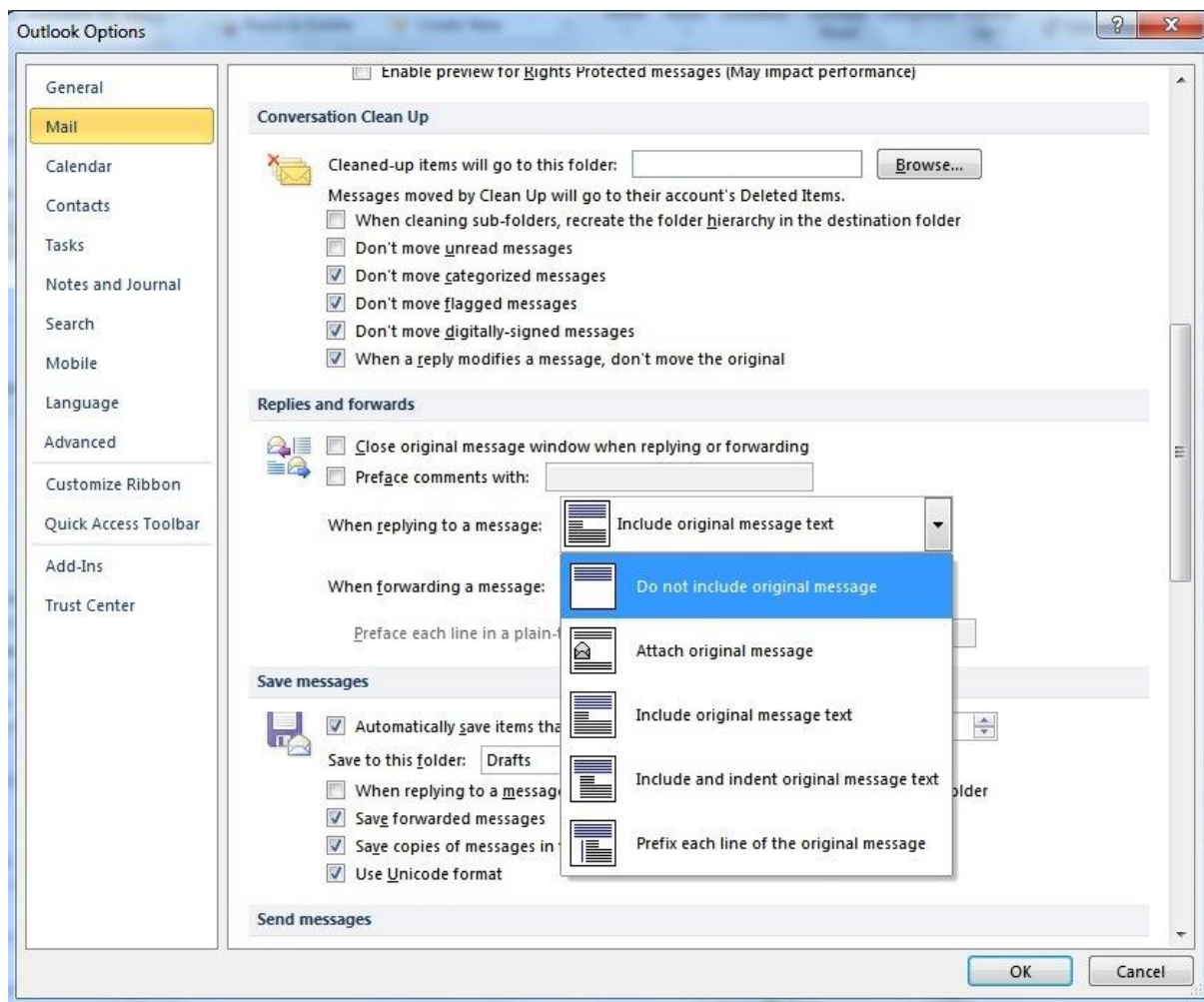
Before placing flags, select the message. On the **Home** tab, the **Tags** group, click on **Follow Up** , and from the drop-down menu select the appropriate flag. Remove flags with the **Clear Flag** command, or double click with the left mouse button on a flag.



P.31. Drop-down menu to select the flag

Reply with and without the inclusion of the original message

On the **File** menu select the **Options** command. Within the **Outlook Options** dialog box, click the **Mail** tab.



P.30. Outlook Option dialogue box - Mail tab - When replying to a message field



There are several options in the drop-down menu concerning the appearance of the message when replying:

- **Do not include original message** - in reply to a message original text is not included
- **Include original message text** - in reply to a message original text is included

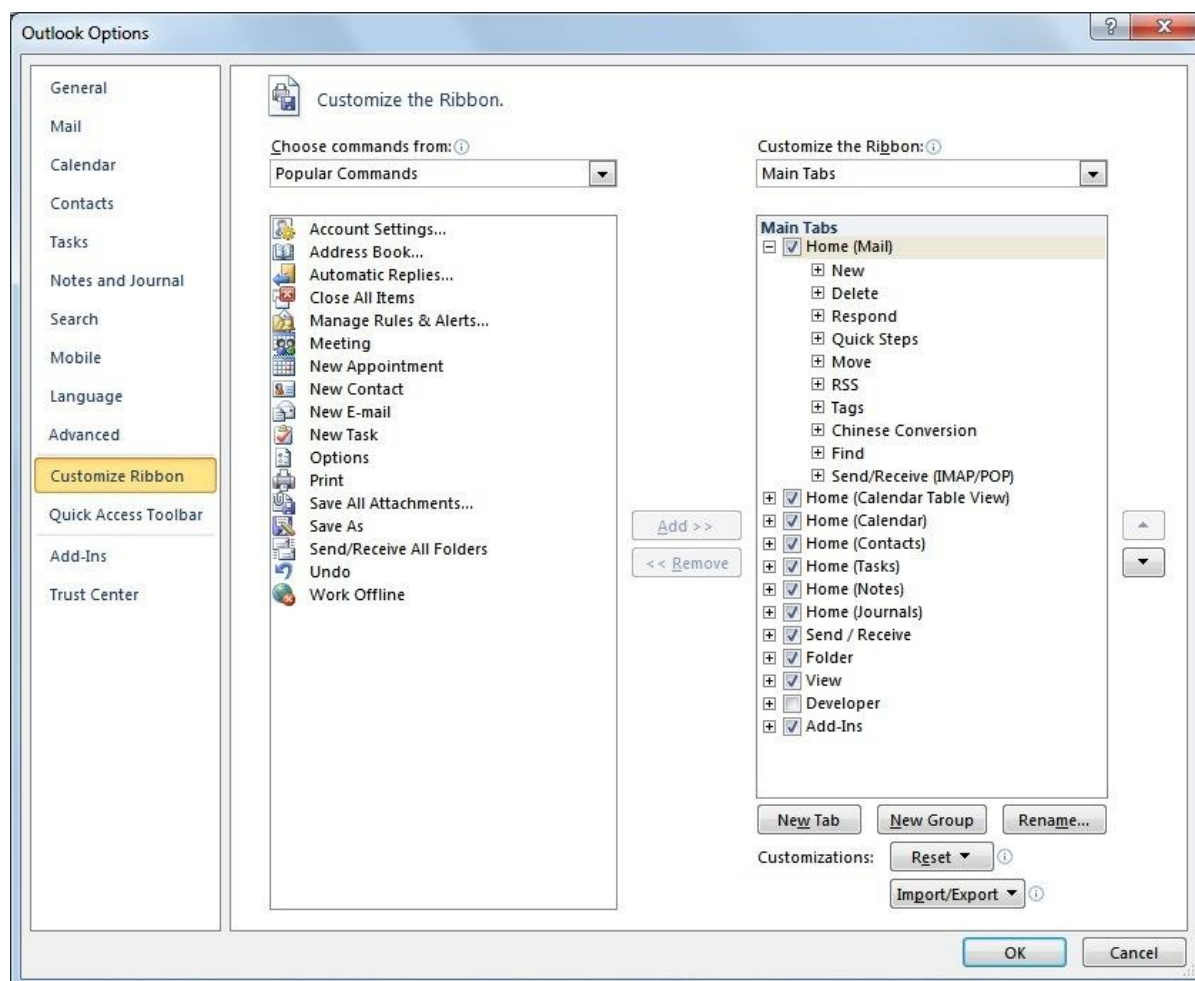
### Label messages as read or unread messages

Once we have selected the message that was already opened (read), press the right mouse button over it and choose the **Mark as Unread** command from the quick menu. In the other case (if it is an unread message), select the **Mark as Read** command.

### Toolbar - restoring, minimize

Ribbon is adjusted (customized) via the **File** menu. Click on **Options** and select the **Customize Ribbon** tab. If you do not want to show some of the default menu items on the ribbon, simply remove the checkmark next to it.

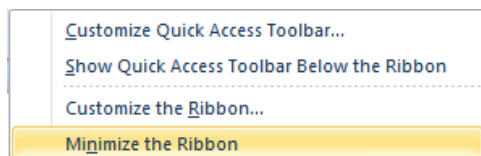
On the left side of the dialog box, select the desired tool and click on the **Add** button, to add it to the menu. If you want to remove any tool from the menu, select it and click on the **Remove** button. The option to create your own menu (New Tab) is also available.



P. 32. Outlook Options dialogue box – Customize Ribbon tab

Right-click on the Ribbon to open the quick menu with following options:

- **Customize Quick Access Toolbar** – adjusts the outlook of the Quick Access Toolbar
- **Show Quick Access Toolbar Below the Ribbon** – moves the Quick Access Toolbar below the Ribbon
- **Customize the Ribbon** – adjusts the Ribbon
- **Minimize the Ribbon**



*P.33. Quick menu for customizing toolbar*

## Help function

To access the Help function press:

- the **F1** key
- click on the **Microsoft Outlook Help** icon  located below the manipulation buttons

## ORGANIZING E-MAIL

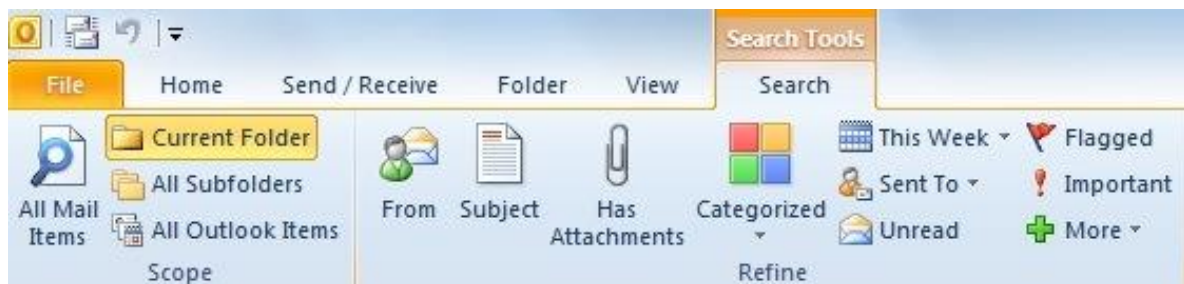
Search electronic messages using sender, subject, or content criteria. To search for messages, position the cursor within any of the folders within the Navigation Pane, and enter the desired term into the Search field (Fig.34.).



P. 34. Search Inbox field

Click on the Search box (or use the keyboard shortcut Ctrl + E) in order to activate Search Tools on the Ribbon. On its tab (Search) in the Refine group, choose your search criteria:

- **From**
- **Subject**
- **Has Attachments** etc.



P. 35. Search Tools section

\* Using the keyboard shortcut **Ctrl + Shift + F** will open the **Advanced Find** dialog box, in which you can use additional search options.

Sort electronic messages

You can sort messages according to the parameters found on the **View** menu in the **Arrangement** group. Messages can be sorted by date, size, attachments, From and To fields, etc.

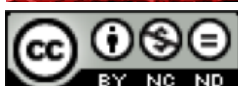


P.36. View menu - sort messages

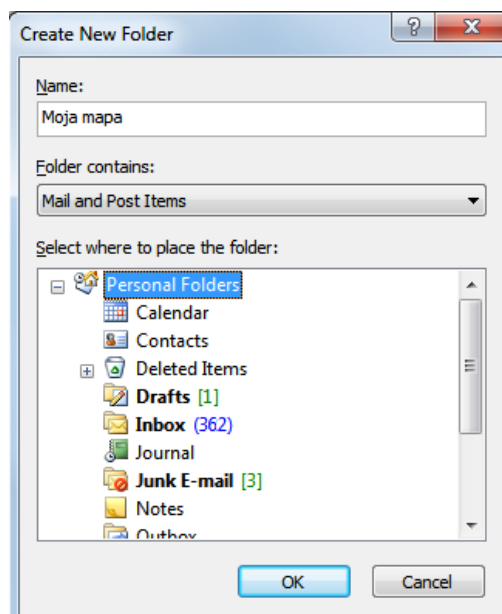
## E-mail folders



P.37. Folder menu - create new folder



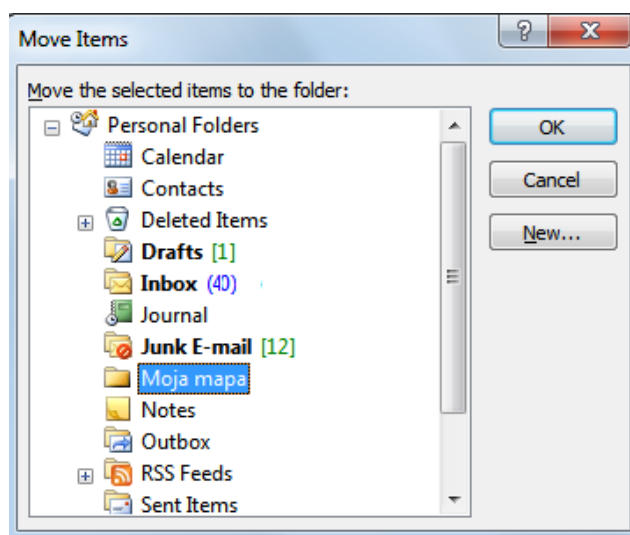
To create a new folder for e-mail messages, open the **Mail** folder, in the lower part of the Navigation Pane (on the left side of the screen). On the **Folder** tab, within the **New** group, choose the **New Folder** tool.



P.38. Create New Folder dialog box

To delete a folder it is enough to position the cursor on the map, press the right mouse button and select the **Delete Folder** command from the quick menu.

To move a message to another folder, first you have to select it, and then choose from the quick menu the **Move To Folder** command. In the open **Move Items** dialog box, select the folder you want to move the message to (message destination folder).



P.39. Move Items dialog box

## Delete message

After a particular message has been selected, you can delete it in any of the following ways:

- With the **Delete** button on the toolbar
- With the **Delete** key on your keyboard
- by pressing the right mouse button on the message (quick menu opens) and choosing the **Delete** command

## Restore deleted e-mails

After a message is deleted it is actually moved to the **Deleted items** folder. To restore the deleted message, find the message in the **Deleted Items** folder, right-click over it (the quick menu opens) and choose the **Move** command to move it to an another folder (Inbox, Sent, Drafts, etc.).

## Empty the deleted items folder

To empty the deleted items folder, click the right mouse button over the **Deleted Items** folder, and from the quick menu select the **Empty Folder** command.

## ADDRESS BOOK

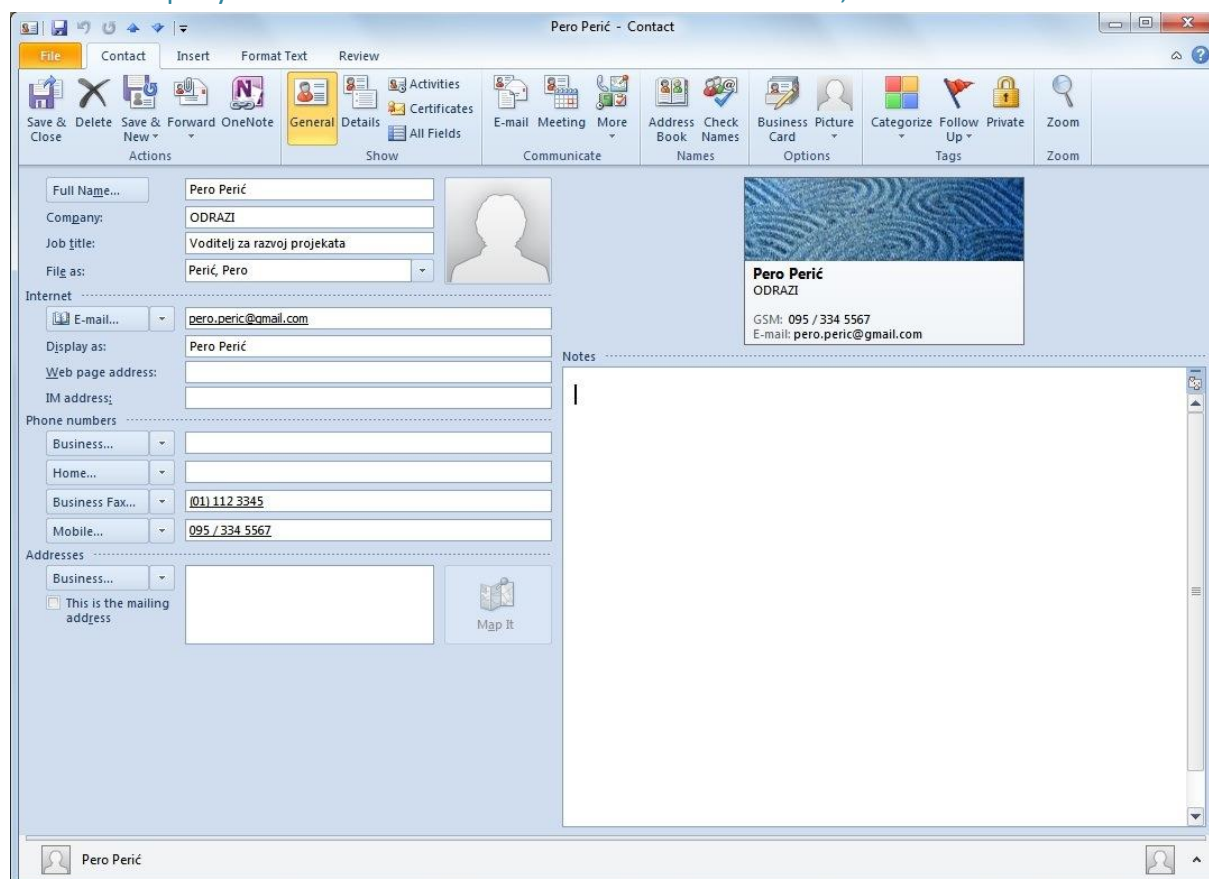
Click on the **Contacts** folder in the lower part of the Navigation Pane (on the left side of the screen). To enter a new contact, in the **Home** menu, within the **New** group, click on the **New Contact** button.



P.40. Create New Contact

In the contact form that opens enter the contact data:

- Full Name
- Job title
- Company
- E-mail, etc.



P.41. Contact form

You can add a new contact directly from an email message. Right-click on the message from the new contact and from the quick menu select the **Add to Outlook Contacts** command in order to add the contact from an email message sender to the Address book.



## Distribution list

If you want to send an email to multiple recipients and you do not want to enter the email address of every recipient separately, use a distribution list when sending e-mail. In this case, just write the list name in the **To** field, and the message will be sent to all members of that list.

To create a distribution list, first select the **Contacts** folder located on the lower part of the Navigation pane (on the left side of the screen). On the **Home** menu within the **New** group, click the **New Contact Group** icon.

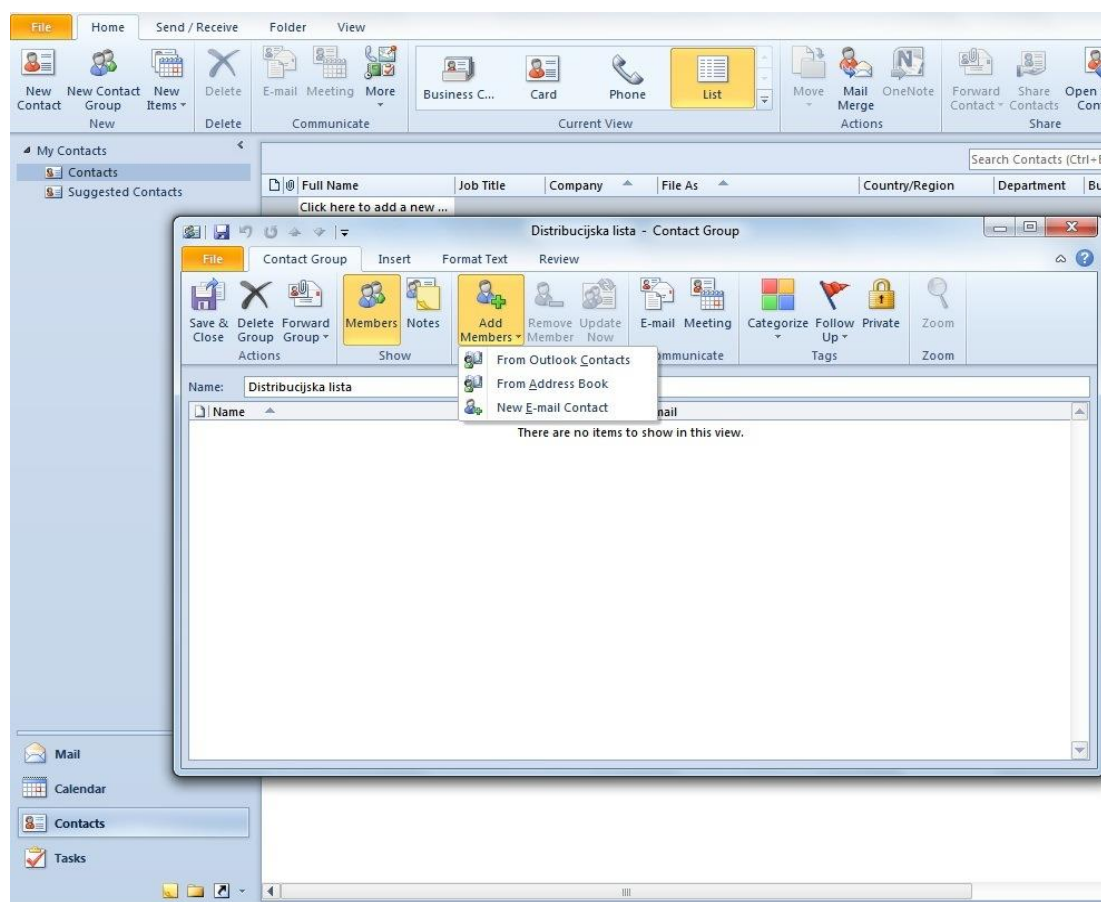


P.42. New Contact Group icon

In the open **Contact Group** window, enter a name for this group (distribution list) into the **Name** field.

You can add new contacts to the distribution list by pressing the **Add Members** button and choosing from the following options:

- **From Outlook Contacts**
- **From Address Book**
- **New E-mail Contact**

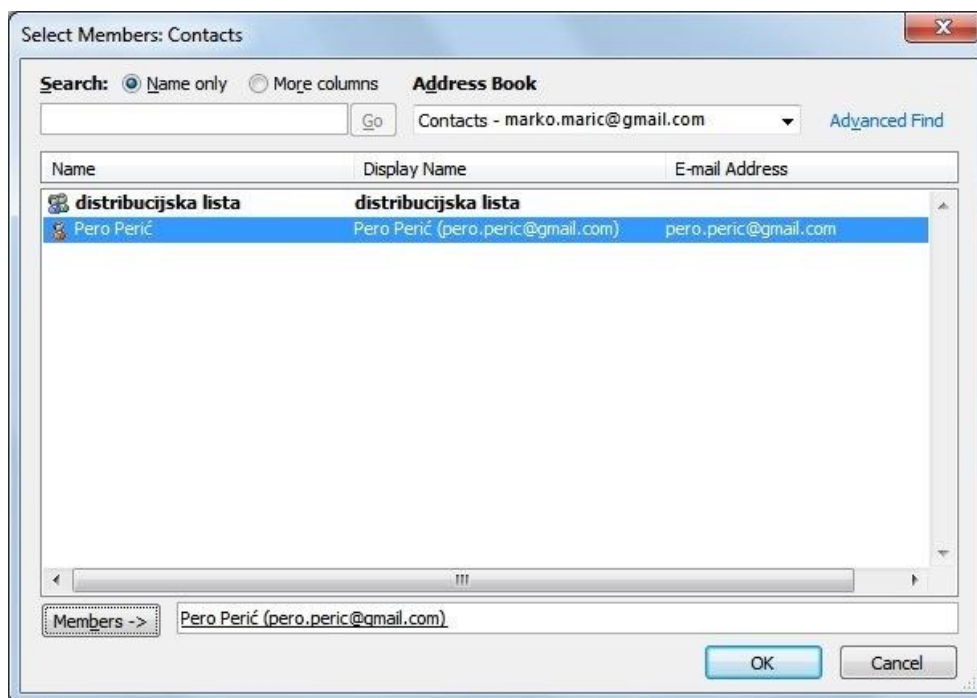


P. 43 Create New Contact Group



## Adding members from Outlook contacts or address book

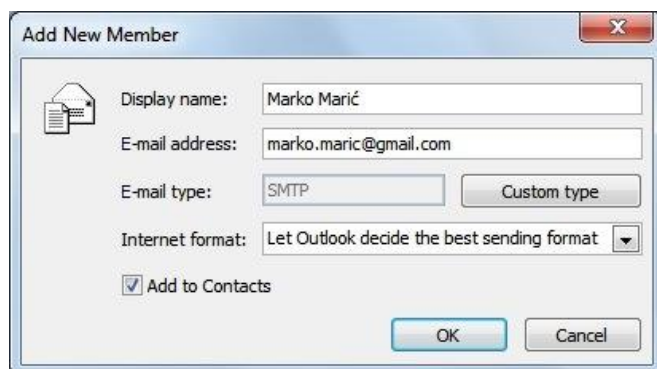
In the **Address Book** drop-down menu select an appropriate address book, select the contacts you want to join to the list and press the **Members** button.



P.44. Adding members from Outlook contacts or address book

## Add a new member to distribution list

In the **Add New Member** dialog box, enter information (name, e-mail) for the new member of the distribution list. You can also add entered data directly to the **Contact** folder, by checking the box next to the **Add to Contacts** option.



P.45. Add New Member to distribution list

**This handbook is intended for learning in conjunction with materials published on the following links:**

**\* Notes:**

[http://www.itdesk.info/Web browsing and communication notes.pdf](http://www.itdesk.info/Web%20browsing%20and%20communication%20notes.pdf)

**\* Sample exam for module 7 is published at:**

[http://www.itdesk.info/sample exam/sample exam module 7.pdf](http://www.itdesk.info/sample%20exam/sample%20exam%20module%207.pdf)

**\* Solution for this sample exam is published at:**

<http://www.itdesk.info/en/exam-solution-module-7/>

**\* Video presentations showing the work with Mozilla Firefox and Microsoft Outlook 2007 application are available on the following links:**

- <http://www.itdesk.info/en/internet-and-e-mail-web-browsing-and-communication-1/>
- <http://www.itdesk.info/en/internet-and-e-mail-web-browsing-and-communication-2/>
- <http://www.itdesk.info/en/microsoft-outlook-web-browsing-and-communication-1/>
- <http://www.itdesk.info/en/microsoft-outlook-web-browsing-and-communication-2/>

**\*Quiz for self-evaluation is published at:**

<http://www.itdesk.info/en/web-browsing-communication-quiz/>



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